



**5,656**

↓ -1,241 (6,897)

Total number of calls to surgery:



**3,447**

↓ -435 (3,882)

Number of calls answered within two minutes:



**434**

↓ -201 (635)

Number of calls abandoned:



**22,469**

↓ -3,248 (25,717)

Items issued via prescription:



**483**

↓ -128 (611)

Referrals Made:



**130**

↓ -54 (184)

Fit Notes Issued:



**470**

↓ -38 (508)

Administrative Communications Issued (letters/emails):



**2**

↓ -1 (3)

Text Messages Sent and Received:



**1,202**

↓ -197 (1,399)

Total digital requests submitted to practice:



**5,848**

↓ -1,763 (7,611)

Appointments - Total:



**5,746 (98.256%)**

↓ -1,599 (7,345)

Appointments - Seen:



**102 (1.744%)**

↓ -164 (266)

Appointments - DNA: